Subject: READ: CPI support - Overview and updates to the Crisp tool

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To: #DI GX GSR

CC: #DI GE Management and Team Leads, Demers, Mark

Hi all,

There have been some recent changes to the Crisp tool. Read on for an overview of the tool and what GX can use it for!

Crisp Tool and GX support

There have been recent updates to the GX view of the Crisp tool! Here is a brief overview of what the tool is, how to access, and when GX would use it.
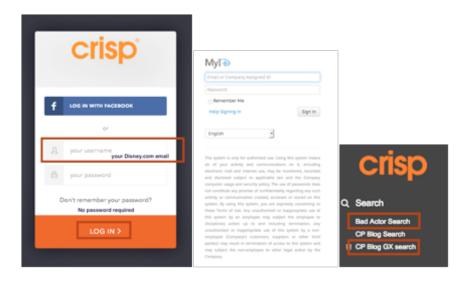
What is it?

Crisp moderators use this tool to take actions on accounts. Generally access is limited to their team, however, since GX handles questions about bans/suspensions Crisp created a special view for GX to use to look into chat both in game and comments placed on the Blog.

Accessing the Crisp Tool:

URL: https://trust.app.crispthinking.com/ui/#/

Log in steps:

1. Enter your Disney email address
2. Select Log In (no password)
3. This will redirect to SSO
4. Enter your DISID credentials **if you have recently utilized SSO. If this is the case you will be directed into the Crisp tool home page*
5. Once on the Crisp tool Home page you will see options on the left side of the screen

There are two reasons for GX to look into the Crisp tool: looking into chat details for a suspension/ban or the need to remove a comment from the Blog.

Bad Actor Search:

Overview: This is used to look for chat that caused suspensions on an account. This shows all Crisp moderated Club Penguin Island content; Blog comments, display name submissions and in-game chat. While you can see user content, **there are no actionable features** in this section, it is view only.

Support: Searches are done using a display name or SWID to see all items that player has submitted, both in game and on the Blog ***currently the account will only be searchable if there has been human moderated content (a Blog comment or human flagged chat). Currently we are NOT able to search users that have has automated actions (warnings or some suspensions) that were placed automatically by the system.*

The Crisp categories are NEVER guest facing, always refer to the four Club Penguin Island rules if sending any chat details or overviews regarding a suspension to a parent/player

Steps:

1. Select Bad Actor – this will open the section showing all the content starting from the most recent
2. Enter a Display name (or SWID) in the Search window
3. Hit enter – the search box will appear yellow while it is searching
4. This will load a series of actions from the account
5. Select one, this will open another section and load content and events that have been moderated on that account by the Crisp team.
6. If you have discovered the current suspension on an account was placed in error, you can:
   a. Forgive All in Axis under the Bans tab
   b. Move the account back to the Standard Chat policy under the Mix product on the Crisp Notes tab by removing the check mark in the "Apply strict filter" box
   c. Note the account under the Club Penguin Island product

Notes:
· If you see the message "no items could be found or all have been locked" when searching a display name, this could mean that the suspension was placed by the automated system and currently we are not able to access those chat logs.
· When looking at the chat logs, highlighted words have been flagged; they do not necessarily mean that they by themselves caused the suspension. Look at the events that match the date of the suspension in Axis

CP Blog GX Search:

Overview: This shows all the Blog content: comments that are pending or approved. Note that the moderation is done based on the native language that is viewable once the comment is selected in the yellow tinted section labeled **User Content**. It is not moderated based on the English translation.

Support: We will only be accessing this if we have seen or been contacted to remove a comment from the Blog.

Steps:

1. Search the penguin display name
2. Locate and select the comment. This will open another column showing the User content.
3. Note the action you are taking on the account in Axis
4. In the lower right corner of the screen there will be the option to "Force Remove".
5. Select Force Remove and the content will be removed from the Club Penguin Island Blog!

Once removed this content is not recoverable, check twice, click once.

Please reach out if you have any questions!

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